



*DRIVING THE FUTURE OF TRANSPORTATION MANAGEMENT*

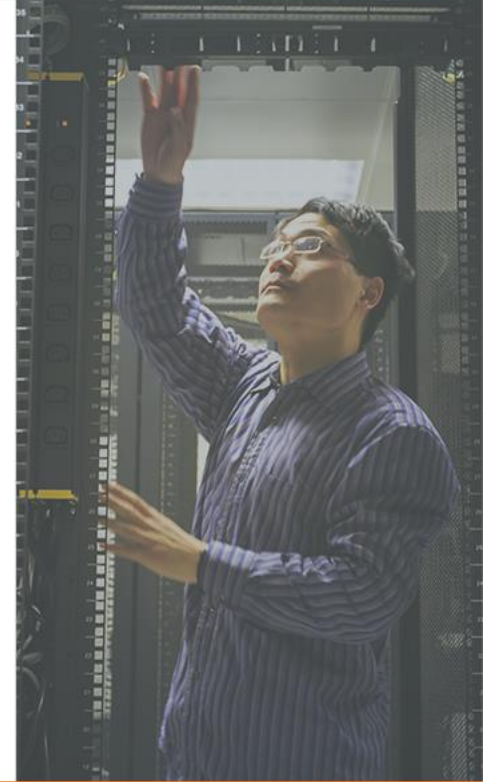
**Welcome to Southeastrans!**

TECHNOLOGY

RELATIONSHIPS

INNOVATION

RESULTS



NEMT Requesting a Ride/Urgent Ride Request

NEMT vs. 911 Transportation

Challenges of Supply and Demand

Transportation Alternatives

Standing Orders

Provider Recruitment

Process Improvements since June 2018



# How to Schedule a Trip - Member

- Non-urgent trips can be scheduled by:
  - using the Member Portal - 24 hours / 7 days a week
  - calling the Reservation Line at 1-855-325-7586 – Monday – Friday - 7 a.m. – 6 p.m. EST
- Scheduling for urgent trips occurring in less than 48 hours can be completed by:
  - calling the Reservation Line at 1-855-325-7586 – Monday – Friday - 7 a.m. – 6 p.m. EST



# How to Schedule a Trip - Facility

- Non-urgent trips can be scheduled by:
  - using the Facility Portal - 24 hours / 7 days a week
  - faxing the Nursing Home Form to 317-642-0913
  - calling the Facility Line at 1-855-325-7588 - Monday – Friday, 7 a.m. – 6 p.m. EST
- If the facility has identified the provider in advance and gained the provider's acceptance, the trip can be scheduled by calling the Facility Dispatch Line at 1-888-822-6124, Monday – Friday, 7 a.m. – 6 p.m. EST
- Scheduling for urgent trips occurring in less than 48 hours can be completed by calling the Facility Line 1-855-325-7588 - 24 hours / 7 days a week

# CURRENT CHALLENGES



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Southeastrans can currently fulfill approximately 85% of requested rides

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Member awareness has increased the number of requests for rides

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Providers' business challenges impact supply of vehicles/drivers





Public Transportation

Gas Reimbursement (Family/friends)

Shared Rides

Closest Facilities

# STANDING ORDERS



Process and Approvals

Transportation Provider  
Assignments for 3 to 6 months

M/W/F vs. T/TH/S

Time of day request (AM vs.  
PM)

# PROVIDER RECRUITMENT/EXPANSION



Credentialing  
Requirements

Areas of the state  
needing providers



# IMPROVMENTS SINCE JUNE 2018



1,300 to 1,500 vehicles currently in the network and growing

Enrollment in gas reimbursement program is shortened /easier

Increased number of iPads in use by providers. Currently a total of 133 providers are in the network with over 50 providers using iPad or similar electronic device.

Increased portal usage (Facility and Member)

Phone Line	Contact Person	Phone Number
Facilities Outreach Manager	Jodie Little	317-671-2249
Provider Relations Manager	Kristy Swoveland, Northern Region Ray Hagan, Southern Region	765-602-6004 317-503-5304
Member Reservation Line		1-855-325-7586
Where's My Ride		1-855-325-7586 (Option 2)
Facility Reservation Line		1-855-325-7588
Provider Dispatch Line		1-855-325-7611
Facility Dispatch Line (for Trip Leg ID's with preferred provider EMS relationship)		1-888-822-6104



Questions?